DIANO

DIANO ACADEMY · CHECK

DIANO for Delivery: the check

Answer on your own. Choose one answer for each question unless it says otherwise.

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DIANO for Delivery: the check

NAME	DATE
COMPANY	SCORE / 10

1. How do you use DIANO on your phone?

- ☐ a) Download the DIANO app from the app store
- ☐ b) Sign in through your phone's web browser
- ☐ c) Only by SMS
- ☐ d) You can't: laptop only

2. How is a delivery note usually made?

- ☐ a) Typed from scratch by the customer
- ☐ b) With Copy to ▸ Delivery note on the quote, sales order or invoice
- ☐ c) From the bank statement
- ☐ d) From a payslip

3. Which buttons does a delivery note show for getting it out?

- ☐ a) Email and WhatsApp only
- ☐ b) Print and Save/PDF
- ☐ c) Pay-now link
- ☐ d) None

4. Can you print a Draft delivery note?

- ☐ a) Yes
- ☐ b) No: it must be final first
- ☐ c) Only on a phone
- ☐ d) Only in Safari

5. Where does the customer sign for the goods?

- ☐ a) In the receiving block on the delivery note (DATE RECEIVED, SIGNATURE)
- ☐ b) On the invoice
- ☐ c) In DIANO Drive
- ☐ d) On the quote

6. The customer's address on the order is wrong. What do you do?

□ a) Change the customer card yourself

□ b) Tell Sales or your Company Admin: Delivery can look at customers, not change them

□ c) Delete the order

□ d) Ignore it

7. You see "You don't have access to this screen". What does it mean?

□ a) The screen is switched off for you; your Company Admin decides

□ b) Your phone is broken

□ c) DIANO is down

□ d) You must pay

8. You see "Connection lost — your change was not saved". What first?

□ a) Press the button ten times

□ b) Check your connection, then press the button again; after a refresh, check whether the change is there

□ c) Sign up again

□ d) Call the customer

9. You paid R120 in tolls for a delivery. How do you claim it?

□ a) Accounting › My expenses › New claim, Take photo of the slip, Submit for approval

□ b) Add it to the delivery note

□ c) Put it in DIANO Drive

□ d) Tell the customer

10. Who approves your expense claim?

□ a) You

□ b) Someone other than you, for example a Company Admin or Finance User

□ c) The customer

□ d) DIANO Support

Pass mark: 8 out of 10. Your trainer marks this check. Nothing you write here is stored by DIANO.